

ABSTRACT

A novel system is presented for providing computer telephony services to remote, mobile users. In one form, a server communicates wirelessly with a remote, mobile, personal communication subsystem that includes a wireless voice communication device and a wireless data communication device, through a voice channel and a data channel, respectively. Telephonic communications passing between the wireless voice communication device and the server are controlled by commands and/or informed by communications through the wireless data communication device. The voice channel may carry incoming and/or outgoing calls distributed by an ACD, the calls being accompanied by information transmitted through the data channel that might traditionally have been presented in a "screen pop" or other informational display. In another form, users of the subsystems request and/or receive updates through the data channel regarding the availability status of one or more other users of the system.